

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, December 12, 2011
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

Sunny Archambault	<u> X </u>	Barbara Natelle	<u> </u>
Diana Brown	<u> </u>	Sandy Popp	<u> X </u>
Brandon Cooper	<u> </u>	Cole Runge	<u> X </u>
Pat Finder-Stone	<u> X </u>	Julie Tetzlaff	<u> X </u>
Chris Hasselbacher	<u> X </u>	Derek Weyer	<u> </u>
Kathy Hillary	<u> </u>	Tina Whetung	<u> X </u>
George Jackson	<u> X </u>	John Withbroe	<u> </u>
Debbie Johnson	<u> X </u>	Vacant – BC Exec.	<u> </u>
Patty Kiewiz	<u> X </u>	Vacant – BC Board	<u> </u>
Byia Martin	<u> </u>	Vacant – BC Human Svcs	<u> </u>

OTHERS PRESENT: Lisa J. Conard, Dan Teaters, and Mary Schlautman.

C. Runge opened the meeting at 10:00 a.m.

ORDER OF BUSINESS

1. Approval of the September 12, 2011, Transportation Coordinating Committee meeting minutes.

A motion was made by P. Finder-Stone, seconded by S. Popp, to approve the September 12, 2011, Transportation Coordinating Committee meeting minutes. Motion carried.

2. Review and approval of Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2012.

S. Archambault provided an overview of the programs and funding levels as outlined in the application. The state contribution is \$476,570. The local match is \$95,314, or 20%.

Funding:	Lakeland Chapter of the American Red Cross	NEW Curative	Human Services Van Driver	Human Services Fare Assistance	Salvation Army	Oneida Elder Services	Driver Escort	Totals
85.21 Funds	\$255,851	\$148,888	\$35,459	\$16,667	\$8,250	\$3,000	\$8,455	\$476,570
Other Funds	\$89,170	\$41,705	\$7,092	\$1,237,183	\$31,480	\$75,197	\$2,692	\$1,484,519
Total Funding	\$345,021	\$190,593	\$42,551	\$1,253,850	\$39,730	\$78,197	\$11,147	\$1,961,089

S. Popp asked if the application was consistent with previous applications.

S. Archambault stated yes.

A motion was made by S. Popp, seconded by D. Johnson, to approve the Brown County Aging and Disability Resource Center's application for the Specialized Transportation Assistance Program. Motion carried.

3. Discussion about establishing paratransit ticket purchase outlets at agencies.

C. Runge stated that this item was added to the agenda to determine if there is any way of making it easier for paratransit clients to purchase paratransit ride tickets. Several clients were under the impression that cash was not an acceptable form of payment. It was reported that a paratransit client was making a trip to and from an outlet to purchase tickets, which costs the client \$6.00. To clarify, clients do not need to use tickets. They may use cash.

P. Kiewiz, Operations Director for Green Bay Metro, stated that effective in September, she was placed in charge of the day-to-day operations of the paratransit program. P. Kiewiz indicated Metro is moving to a system that will require all passengers submit a cash fare or a pre-purchased ticket prior to boarding, which is complementary/similar to a fixed route passenger boarding a bus. The approximate implementation date is February 1, 2012.

Currently, passengers are allowed to ride if they pay a \$3.00 cash fare, submit a ticket, or are authorized by a human service agency to make the trip with the understanding the human service agency will be billed \$3.00 per trip at the end of the month. The latter method was discovered to be problematic for Metro as clients often exceed their trip allowance and Metro is left with an unpaid \$3.00 balance per occurrence. After studying the issue, P. Kiewiz indicated that Metro was not collecting approximately \$200-\$400 per month in fares. P. Kiewiz stated it is extremely time consuming for Metro staff to determine if clients are exceeding their trip allowances from human service agencies. (Note: The Brown County Human Services Department has a large number of clients that receive a subsidy for transportation to and from the CP Center and other agencies. Trips can also include authorized trips to the grocery store, bank, or other destinations).

Discussion occurred and committee members agreed that many clients will be unable to keep track of or even physically handle a ride ticket due to their disability.

L. Conard suggested that the client use a lanyard with a clear holder that could store the number of tickets needed for the day. The driver could then assist the client with retrieving the ticket if necessary. P. Kiewiz offered to provide a holder at no cost to the client or agencies.

Discussion occurred regarding passengers paying with cash. P. Kiewiz stated that it is appreciated if passengers use exact fare. However, MV drivers will be able to make change if needed.

Paratransit tickets are available at area Shopko stores in packs of 10 (\$30) or through the mail at Green Bay Metro.

C. Runge asked about the possibility of additional ticket outlets being established.

P. Kiewiz stated that she would authorize additional ticket outlets if requested. It was suggested that ASPIRO and NEW Curative could offer the sale of paratransit tickets as they are already outlets for fixed route bus passes.

S. Popp suggested the implementation date of February 1, 2012, may be too soon.

P. Kiewiz assured the committee that February 1 is the target date to get the majority of paratransit clients complying with the new policy. P. Kiewiz indicated that some

clients/caregivers/agency staff will need more time to adjust to the new policy. P. Kiewiz assured the committee members that MV will provide scheduled rides even if clients do not have \$3.00 or a ticket.

C. Runge reminded the committee that P. Kiewiz recently took over the day-to-day operations of the paratransit system. Perhaps the issue of unreimbursed trips should have been addressed earlier, but it was not. P. Kiewiz has developed the new policy to resolve this issue.

P. Kiewiz stated she is open to suggestions from the committee. The goal is to make the boardings as easy as possible and avoid unreimbursed trips.

C. Runge stated that Brown County Planning Commission staff has observed the end of day passenger boardings at ASPIRO in the past. Staff would appreciate the opportunity to observe the end of day boardings at the CP Center as well.

C. Runge stated he would work with the committee in an effort to create a smooth transition to the new policy. The committee agreed this should be done.

C. Runge scheduled a special meeting of the TCC in January to discuss progress made on this issue. The meeting will be held on:

Monday, January 16, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

C. Hasselbacher asked if Brown County Human Services will purchase tickets for distribution to clients. P. Kiewiz stated she has been working with the accountant at Brown County Human Services to determine the best procedure.

S. Archambault suggested Metro be open to the following:

- all non-agency related trips require a cash fare or a ticket
- all agency trips require voucher (reimbursement)

Discussion occurred regarding the capabilities of MV Transportation's reservation/dispatch system (Trapeze) and whether or not various trip categories, in addition to the two that already exist, can be assigned upon making the reservation such as:

- ADA (general ADA ride not associated with an agency) - existing category
- Authorized (authorized agency trip) - existing category
- Conditional (such as those individuals receiving dialysis services)
- possibly others

P. Kiewiz stated she will take the suggestion and study it to determine its feasibility. She will also talk to G. Jackson about it and report back to the TCC in January.

4. Discussion about Green Bay Metro's paratransit fare collection policy for agencies.

P. Kiewiz announced that Metro staff is proposing the implementation of an "agency fare." An agency fare is the paratransit trip fare (\$3.00) plus a surcharge (\$1.50) for all agency authorized trips. Federal regulations allow transit systems to charge an "agency fare." Green Bay Metro has not charged an agency fare in the past.

P. Kiewiz stated that budgets are tight. Over the past few years, the fixed route bus system has experienced changes (30-day pass price increase, reduction in service, etc.). It is necessary to look at cost saving and revenue generating measures in the paratransit budget as well.

As per Metro's *Public Participation Policy*, a 30-day public review period and public hearing will be held to solicit feedback regarding the agency fare proposal. The 30-day public review period will begin on December 19 and continue through January 17, 2012. The Green Bay Transit Commission will hold a public hearing at the Green Bay Metro Transportation Center at 8:15 a.m. on Wednesday, January 18, 2012. Everyone is welcome to submit a comment in advance or at the hearing.

Metro staff is in the process of drafting a letter to all human services agencies as well as paratransit clients advising them of the proposal and public comment opportunities.

P. Kiewiz stated that most transit systems in Wisconsin charge an "agency fare." In many cases, the transit agency charges the full fare for the service (in Wisconsin it ranges from as low as \$11.00 to as high as \$29.00 per trip). Green Bay Metro is proposing a \$4.50 agency trip fare for both ambulatory and non-ambulatory clients.

L. Conard suggested that the increase would have an impact on clients in agency programs. At this time, it is difficult to determine what the impact would be. L. Conard stated that the proposal calls for a 50% increase in cost (\$3.00 to \$4.50 for agency trips only, all others would remain at \$3.00).

L. Conard stated that it is important to separate the two discussions we have had today.

- 1.) Green Bay Metro has decided to make a policy change by collecting a fare upon boarding for all trips to avoid future unreimbursed trips and to avoid dedicating staff time to monitoring individual trip quantities and trip purposes.
 - 2.) Green Bay Metro is seeking comment regarding a proposed \$4.50 agency fare.
5. Presentation of a video tutorial about how to use a computer-based address locator to determine paratransit eligibility.

D. Teaters stated that the Brown County Land Information Officer, Jeff DuMez, created a computer application that can be used to determine if a requested paratransit trip origin or destination is within Metro's paratransit service area.

D. Teaters created the tutorial on how to use the tool and presented the tutorial to the committee.

The application can be found at: www.co.brown.wi.us. On the right hand side of the page, click on *Maps, GIS, & Other Land Related Products*.

The tutorial can be found at:

http://www.co.brown.wi.us/departments/page_188ca71b61f8/?department=2317176c7f00&subdepartment=b4d10bb9388e

S. Popp requested that the tutorial be published in Spanish. D. Teaters stated he will talk to a potential translator to see if this can be done.

C. Runge suggested that the application be posted on Metro's website at www.GreenBayMetro.com. P. Kiewiz agreed to do so.

L. Conard stated that if a client or agency staff is uncertain if a potential origin or destination is within the paratransit service area ($\frac{3}{4}$ of mile from the fixed route system) Brown County Planning staff will help them find out.

6. Round robin discussion about paratransit service.

C. Runge opened the floor for comment.

P. Kiewiz announced that on Saturday, December 24 Green Bay Metro will end fixed route and paratransit services at 4:45 p.m. and will be closed all day on Monday, December 26. For complete holiday hours, visit Metro's website at www.GreenBayMetro.com or call 448-3450.

T. Whetung stated that the Lakeland Chapter of the American Red Cross has a similar trip authorization issue with its transportation program. Red Cross transports Brown County Human Services clients and occasionally a client will take an unauthorized trip. The Red Cross does not get reimbursed for the trip and absorbs the \$2.00 unpaid fare.

J. Tetzlaff indicated that CP clients have reported to her that MV drivers are, in some cases, shifting the blame for delayed or longer trips to CP Center staff when in fact it was not the case. J. Tetzlaff is hopeful this will not happen again.

In general, the consensus of the committee was that MV is doing a good job.

A special meeting of the TCC is scheduled for:

Monday, January 16, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

7. Other matters.

The regular 2012 TCC schedule is as follows:

Monday, March 12, 2012
Monday, June 11, 2012
Monday, September 10, 2012
Monday, December 10, 2012

The meetings will be held at:

Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

8. Adjourn.

C. Runge closed the meeting at 11:55 a.m.

